

# Top 8 Public Service Skills and how to develop them

## PROBLEM-SOLVING

Quickly identifying an issue, coming up with ways to overcome it and putting it into action.

### Develop It

- Be inquisitive. Ask questions to help identify issues or barriers so you can work to overcome them.
- Be imaginative. Think outside of the box and brainstorm ideas to find the best solution.
- Practice at home. What issues could you address, think of different solutions and take action on the best one.

01

## TEAMWORK

Working with others to achieve a common goal. You need to understand your team goals, communicate well and recognise everyone has strengths and weaknesses.

### Develop It

- Join a team or group if you're not already part of one and think about what role you play.
- Think 'we' not 'I' when looking at a task and ask for help if you need it.
- Practice your communication and remember it works both ways; you need to listen too.

03

## ORGANISATION

Being able to manage yourself and your work efficiently and effectively.

### Develop It

- Plan ahead and use technology to assist you, like a phone calendar, to-do list app or setting reminders.
- Prioritise tasks and set deadlines so you know what you need to work on first.
- Know where things are so you can get to them when needed, whether it's your personal belongings, important documents or notes.

05

## VALUE DIVERSITY

Understanding that everyone is unique and it's valuable to understand different perspectives.

### Develop it

- Get to know people with different backgrounds to you.
- Show respect, value everyone's opinion equally and encourage others to do the same.
- Seek opinions and input from a diverse range of people.

07



02

## MENTAL RESILIENCE

The ability to cope with challenges, overcome them and adapt to change.

### Develop It

- If you feel overwhelmed, break things down into smaller pieces, so they are more manageable and take it one step at a time.
- Don't take criticism personally, use it as an opportunity to grow.
- Reflect. Be proud of what went well, learn what you could do better and be more prepared for the future.

04

## PHYSICAL FITNESS

Looking after your body and keeping it healthy so you can rise to any challenge.

### Develop It

- Make it fun. Join a sports club or set yourself a challenge to train towards.
- Make it part of your everyday lifestyle, e.g. cycle to work, take the stairs or meet friends for a walk.
- Complement an active lifestyle with a healthy balanced diet.

06

## INTEGRITY

Being honest and having strong moral principles and values. Owning up to mistakes and building trust. Standing up for what you believe in.

### Develop It

- Do the right thing even when no one is looking.
- Be honest. Own up to your mistakes and put them right.
- Use your voice. If you feel something is wrong, speak up.

08

## INITIATIVE

Being self-motivated, thinking ahead to find solutions and taking action without needing to be told what to do.

### Develop It

- Speak up and share ideas to make things better.
  - Use your judgement and take action when something needs to be done.
  - Make SMART goals and break these down into smaller, more manageable tasks (Specific, Measurable, Achievable, Relevant, Timely).



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